



Department of Energy Lessons Learned Program

S H E E T

Lessons Learned Corrective Actions

September 2000

Introduction

The purpose of corrective action development and management associated with a lesson learned is to take proactive measures to reduce known risks, improve effectiveness and efficiency, and prevent recurrence of undesirable events. The term "corrective action" as it is used in this fact sheet refers to a discrete action having a target completion date and a responsible person. Such actions are routinely tracked in a site-level system. Corrective action may or may not include the actions specified in the "Resolution/Recommended Actions" section of the lessons learned template.

Preparation

Before corrective actions are defined for a lesson learned, several issues must be considered.

The first consideration should be given to whether corrective actions are necessary. If analysis indicates that the event was not the result of a systemic problem, a corrective action may not be necessary.

Second, in determining whether to develop corrective actions, one should consider the risk, significance, cause, and applicability associated with the incident.

Third, consider that incidents which precipitate lessons learned could also have corrective actions tracked in other programs (e.g., occurrence reports, non-conformance reports, Type A/B investigations, etc.). It is important that managers coordinate their efforts to

avoid tracking the same corrective actions in multiple systems.

Development

Based on the outcome of the evaluation of the lesson learned, the corrective action could:

- mitigate risk to environmental, safety, and health as it relates to the incident in the lesson learned;
- prevent the recurrence of undesirable events; or,
- improve process efficiency and effectiveness.

Actions which address the root cause are the ones which should prevent the recurrence. Actions should be concise, discrete, and closeable. It helps to consider what evidence would be used to close the action.

When developing a corrective action, one should consider cost, priority, action dependencies, interfaces, and schedule. The finished product should include realistic target dates and a responsible person.

Managing Corrective Actions

Corrective actions associated with lessons learned should be evaluated for impact and budgetary concerns, prioritized, and tracked to completion. Implementation of detailed corrective action may require multiple milestones. After final completion of any actions, the appropriate site/organization should verify that the original problem(s) were appropriately addressed.

Changes should be handled in accordance with the site's procedures to ensure consistency.

Contact Information

For more information, contact any member of the SELLS Executive Committee, listed in the *Lessons Learned Points of Contact* fact sheet or on the DOE Lessons Learned Web site at <http://tis.eh.doe.gov/ll>.

DOE Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site:

<http://www.tis.eh.doe.gov/ll>